

IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are shown below whether or not an amendment has been made.

Please amend the claims as follows.

1. **(Currently Amended)** A Internet based performance measurement system, comprising:

a server operable to receive performance perception data from a ~~client~~ customer corresponding to a performance query;

a database comprising a metric corresponding to the performance query, the metric comprising actual performance data corresponding to the performance query; and

a performance engine operable to access the performance perception data and the metric, the performance engine operable to compare the performance perception data to the metric to determine variations between a ~~client~~ customer perception of performance and actual performance.

2. **(Original)** The system of Claim 1, further comprising a reporting engine operable to generate a report of the variations.

3. **(Original)** The system of Claim 1, wherein the performance data corresponds to a plurality of metrics.

4. **(Currently Amended)** The system of Claim 1, further comprising a survey generator operable to generate and transmit a communication to the ~~client~~ customer corresponding to the performance query.

5. **(Currently Amended)** The system of Claim 4, wherein the survey generator is operable to access ~~client~~ customer data to determine a time to generate the communication.

6. **(Currently Amended)** The system of Claim 4, wherein the survey generator is operable to transmit the communication to a plurality of ~~client~~ customer personnel.

7. **(Currently Amended)** The system of Claim 6, further comprising a reporting engine operable to generate a report of the variations for each of the ~~client~~ customer personnel.

8. **(Currently Amended)** A method for Internet based performance measurement, comprising:

generating a performance query web page having a performance query;

receiving performance perception data from a ~~client~~ customer corresponding to the performance query;

retrieving a metric corresponding to the performance query, the metric comprising actual performance data; and

comparing the performance perception data to the metric to determine variations between a ~~client~~ customer perception of performance and actual performance.

9. **(Original)** The method of Claim 8, further comprising generating a performance report of the variations.

10. **(Currently Amended)** The method of Claim 8, further comprising:
generating a communication corresponding to the performance query web page; and
transmitting the communication to the ~~client~~ customer.

11. **(Currently Amended)** The method of Claim 10, wherein transmitting comprises transmitting the communication to a plurality of ~~client~~ customer personnel.

12. **(Currently Amended)** The method of Claim 11, further comprising generating a performance report of the variations for each of the plurality of ~~client~~ customer personnel.

13. **(Currently Amended)** The method of Claim 8, further comprising:
determining a time to generate a communication corresponding to the performance
query from ~~elient~~ customer data; and
transmitting the communication to the ~~elient~~ customer at the determined time.

14. **(Original)** The method of Claim 8, wherein receiving the performance
perception data further comprises:
identifying one or more of the metrics corresponding to the performance perception
data; and
routing the performance perception data to the corresponding identified metrics.

15. **(Currently Amended)** A method for performance measurement of a service provider, comprising:

generating a performance metric;

receiving actual performance data corresponding to the performance metric from the service provider;

generating a performance query corresponding to the performance metric;

receiving performance perception data associated with the performance query from a ~~client~~ customer; and

comparing the performance perception data to the performance metric to determine a difference between ~~client~~ customer performance perception and actual service provider performance.

16. **(Currently Amended)** The method of Claim 15, further comprising transmitting a communication to the ~~client~~ customer notifying the ~~client~~ customer of the performance query.

17. **(Currently Amended)** The method of Claim 16, wherein the ~~client~~ customer transmits the communication to one or more ~~client~~ customer personnel, the ~~client~~ customer personnel providing the performance perception data.

18. **(Currently Amended)** The method of Claim 15, further comprising:
providing access to the performance query via a performance query web page;
generating a communication associated with an Internet address of the web page; and
transmitting the communication to the ~~client~~ customer.

19. **(Original)** The method of Claim 15, further comprising generating a performance report of the variations.

20. **(Currently Amended)** The method of Claim 15, wherein receiving the performance perception data comprises receiving the performance perception data from a plurality of ~~client~~ customer personnel, and further comprising generating and displaying a performance report corresponding to the performance perception data received from each of the plurality of ~~client~~ customer personnel.